Arizona @ Your Service (AAYS) portal

Providing Citizens with Internet Access to the Arizona Government

The Center of Arizona's E-Government Initiative

In 1998, the State of Arizona set out to develop a leading-edge web portal that would offer Arizona citizens improved access to government agency information and services over the Internet. The resulting Arizona @ Your Service (AAYS) Portal is now the center of the State of Arizona's e-government initiative, providing citizens access to Arizona's government organizations from a single web site. Currently, more than 150 Arizona state, county, and municipal agencies leverage the capabilities of the Arizona Portal. Many of these agencies save money and provide better services by utilizing the proven web application development expertise and infrastructure of the Portal. AAYS has helped establish that Arizona has a "modern" government that allows its citizens to access one website, day or night, to do business online with their government quickly and easily.

The AAYS Solution: Overview

The AAYS Portal is a proven, cost effective, flexible, and secure set of technologies and services for supporting e-government initiatives for Arizona government agencies. The AAYS Portal provides agencies with a powerful 24x7 platform for delivering e-government services to their customers at a fraction of the cost and time required for developing and supporting their own solutions. The AAYS Portal also provides agencies with efficient acquisition, expert project governance, access to technical consulting and application development skills, a robust shared and managed infrastructure, and a growing set of shared services to support agency applications. And agencies gain all of these benefits without sacrificing control over their own applications. Leveraging the power of the AAYS Portal, many organizations can undertake projects they otherwise could not accomplish on their own and, ultimately, provide services to citizens that they otherwise could not offer online. The result: a single web site citizens can visit to access information and/or services from any Arizona government agency — an online "portal" to the Arizona government.

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The AAYS Style Guide Promotes Consistency and Ease of Use

The AAYS Style Guide presents a web standard that AAYS developed for the State of Arizona to help ensure a consistently attractive and easy-to-use web interface. The Style Guide provides guidelines for utilizing agency branding, typography, color palette, and other graphic devices, creating a universal visual representation across all Arizona agency websites. Furthermore, the Style Guide is compliant with Section 508 of the Rehabilitation Act. Developed on the basis of extensive usability testing of the AAYS customer web pages and interactive model, the Style Guide promotes uniform and intuitive customer navigation, making your agency's web site very easy to use. And while the Style Guide creates a cohesive brand experience, it is flexible enough that your agency can tailor it to meet your needs and reinforce your agency's brand identity.

Shared Infrastructure — Proven, Secure, and Cost-Saving

The AAYS Portal can host your agency's web applications on its robust, monitored, highly secure, and highly fault tolerant infrastructure. The AAYS Portal infrastructure is based on a proven e-business framework that provides a model for designing and operating e-business solutions. And the Portal's open application and networking standards ensure compatibility and flexibility now and in the future. Because your agency doesn't have to provide the infrastructure (and doesn't have to develop and support a stand-alone solution), your agency saves money. Even if your agency hosts its own applications, you can still enjoy the growing number of powerful, cost-saving AAYS Portal features, such as Payment Gateway and Secure Gateway (see Powerful Shared Services below), that can simply be "plugged in" to your agency's applications.

Powerful Shared Services

Because the AAYS infrastructure is shared by all agencies, AAYS is in a unique position to offer your agency powerful money-saving services. Such services as Secure Gateway, Payment Gateway, and the AAYS Portal Search Engine can simply be plugged in to your agency's new or existing web applications, alleviating the need to design, develop, and maintain your own solutions. Adding these services is fast and easy and involves no risk. And because these services are offered at "on-demand" pricing, you only pay for what you use.

Secure Gateway allows your agency to "plug in" single sign-on security services to your new or existing web applications. This powerful security service allows your agency's customers to use one userid and password to access your agency's multiple web applications. Secure Gateway provides your security administrators full, flexible control of customer access to agency applications and supports applications that require the following authentication mechanisms: Public Anonymous, User ID/Password, RSA SecurID, and Digital Certificates. With Secure Gateway, your agency gains a powerful, comprehensive, central security solution without spending the time or money required to develop your own security solution.

Payment Gateway provides secure online payment services for your agency's web applications. Your agency can add Payment Gateway to allow your customers to pay for agency goods and services via credit card, e-check, or even alternative forms of payment such as gift cards. With Payment Gateway, your agency pays only for transactions processed — low transaction and discount fees are applied on a per-transaction basis. Payment Gateway further saves your agency money by absorbing many of the typical merchant costs associated with other payment processing and services.

Your agency may also take advantage of the AAYS Search Engine — at no additional cost. You can add the AAYS Search Engine form to your website, and all Search Results pages match the AAYS look and feel. Furthermore, you can customize the main AAYS Search Engine search page when it is accessed from your site, such as adding a link to your home page and specifying an image/logo that will link back to the referring page.

Application Development

The AAYS Portal Application Development Delivery Team can create your agency's applications from the ground up using proven design, development, testing and delivery techniques. With over three years experience creating successful Arizona web sites and applications,

the Application Development Delivery Team makes optimal use of the AAYS Portal technical architectures, including WebSphere Application Service, Java, and highly fault tolerant servers, to create robust and easy-to-use applications. Your agency's application will undergo rigorous system and regression testing, so you can trust that it runs right from the "go live" date. Constantly monitoring your application's performance, AAYS Portal Operations collects and reports usage and access metrics, continually optimizing your application's availability to your agency's customers. Furthermore, your application can be linked with your existing agency host systems using such proven techniques as web services, socket communication protocols, IMS protocols, JDBC, FTP, and SMTP. These connections can be made via a special T1 link, the AAMVAnet, or the Internet as appropriate. By leveraging the knowledge and experience of the AAYS Portal Application Development Delivery Team, your agency is guaranteed an application that is well designed, well developed, well tested, and skillfully delivered.

Proven Governance Model Helps Your Agency Succeed

To help your agency succeed in developing complex e-government applications, the AAYS Portal governance model provides expert project oversight and governance assistance, offering immediate access to key state and technology partner executives when needed to resolve project issues. The AAYS governance model, combined with the breadth and depth of technical resources available from the AAYS team, significantly reduces the risks normally associated with complex e-government application development projects. And while you gain the benefits of this expert assistance, you retain control of your application development projects; that is, you are the customer, and you sign the contracts/agreements. The AAYS governance model has been proven on successful e-government projects with many Arizona agencies.

Efficient Acquisition — Faster Time to Market

With the AAYS Portal your agency enjoys decreased workload and lower costs and begins providing better services to its customers more quickly. Because the AAYS Portal is an existing contract, the standard project acquisition process can be significantly shortened. With a simple project change request, work on agency projects can begin almost immediately, so your agency

can begin providing services to citizens faster. Because the AAYS Portal provides powerful services and a proven infrastructure, your agency's solution development time can be greatly reduced.

Department of Environmental Quality: An Example of Success

The Arizona Department of Environmental Quality (ADEQ) Smart Notice of Intent (NOI) project is an outstanding example of the power and success of the AAYS Portal and Arizona's e-government initiative. In 2002, a change to a federal stormwater permit regulation increased the number of permits to be processed by ADEQ from 2,000 to 10,000 per year. ADEQ had to find a way to effectively handle this increased workload — and to do so without additional federal funding for ADEQ operations.

To meet this challenge, ADEQ turned to the AAYS Portal to assist in the development and delivery of an automated e-government solution. Together, ADEQ and AAYS developed the Smart NOI Construction Stormwater General Permit (Smart NOI) application, an innovative solution that automates the processing of NOIs — a project that earned ADEQ an EPA grant to develop their idea. This first-of-its-kind web application is the product of the complimentary partnership between ADEQ and AAYS. ADEQ provided the Smart NOI concept and subject matter expertise while AAYS provided the bulk of the technological expertise. The AAYS Portal's existing services, application development, and infrastructure made the Smart NOI project financially feasible.

In addition to leveraging powerful AAYS technologies, Smart NOI uses ADEQ's advanced Geographic Information System (GIS) to automate the vast majority of Arizona's NOIs. Smart NOI facilitates the processing of Arizona's increased volume of NOIs by allowing NOIs to be filed online and responding to them immediately, by providing ADEQ more complete and timely information to support compliance/enforcement efforts, and by automatically processing Notices of Termination (NOTs). Because of the success of this application in Arizona, the Smart NOI system is expected to become a model for other states.

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AAYS User Interface Projects

The following is a list of agencies that use the AAYS Style Guide to improve the usability of their websites and to ensure a consistent "look and feel" across the AAYS Portal:

- Administration, Dept. of
- Arizona Telecommunications System
- Athletic Training, Board of
- Auditor General, Office of the
- Automobile Theft Authority
- AzDocFinder
- AZTaxes.gov
- Banking Dept.
- Behavioral Health Examiner, Board of
- Boards and Commissions, Governor's Office of
- Children, Youth and Families, Governor's Office for
- Cosmetology, Board of
- Crime Victims, Arizona
- Customer Care
- Dental Examiners, Board of
- Education, Dept. of
- Efficiency Review
- Emergency and Military Affairs, Dept. of
- Environmental Quality, Dept. of
- Essential Services Task Force, Governor's
- Equal Opportunity, Governor's Office of
- Finance and Planning
- Forest Health Council
- Gaming, Arizona Dept. of
- General Accounting Office
- Government Information Technology Agency
- Governor's Office
- Highway Safety, Governor's Office of
- Homeland Security, Arizona Office of
- Homeopathic Medical Examiners, Board of
- Human Resources
- Independent Redistricting Commission
- Information Security Services
- Innovation and Technology, Governor's Council on
- Medical Board, Arizona
- Military Facilities Taskforce, Governor's
- Nursing Care Institution Administrators and Assisted Living Facility Managers, Board of Examiners of
- Occupational Therapy Examiners, Board of
- Optometry, State Board of
- Problem Gambling
- Public Safety, Dept. of
- Registrar of Contractors
- Retirement System, Arizona State
- Residential Utility Consumer Office
- Revenue, Dept. of
- State Procurement Office
- Strategic Planning and Budgeting, Governor's Office of
- Treasurer, Office of the State
- Veterans' Services, Dept. of Weights and Measures, Dept. of

AAYS Infrastructure Projects

The following is a list of agencies for which the AAYS Portal provides the application execution environment — the hardware and software — on which their solutions run.

- Government Information Technology Agency (GITA) — AAYS Portal Infrastructure
- Motor Vehicle Division (MVD) — Motor Vehicle Records Retrieval (MVRRS)
- Governor's Office of Highway Safety (GOHS) — DUI Statistics Capture and Reporting
- Department of Environmental Quality (DEQ) — Smart Stormwater Notice of Intent
- Department of Insurance (DOI) — Application Hosting for Insurance Provider Status

AAYS Shared Services Projects

The following is a list of agencies that use one or more of the AAYS Portal Shared Services — Secure Gateway, Payment Gateway, and the AAYS Search Engine:

- Arizona-Mexico Commission — Search Engine
- Athletic Training, Board of — Search Engine
- Attorney General — Search Engine
- Auditor General, Office of — Search Engine
- Automobile Theft Authority — Search Engine
- Banking, Dept. — Search Engine
- Behavioral Health Examiners, Board of — Search Engine
- Boards and Commissions, Governor's Office of — Search Engine
- Charter Schools, State Board for — Search Engine
- Children, Youth and Families, Governor's Office for — Search Engine
- Cosmetology, Board of — Search Engine
- Crime Victims, Arizona — Search Engine
- Economic Security, Dept. of — Secure Gateway
- Education, Dept. of — Search Engine
- Emergency and Military Affairs, Dept. of — Search Engine
- Environmental Quality — Search Engine
- Game and Fish — Search Engine
- Gaming, Arizona Dept. of — Search Engine
- Government Information Technology Agency — Search Engine
- Governor's Office
  - Efficiency Review — Search Engine
  - Equal Opportunity, Governor's Office of — Search Engine
  - Essential Services Task Force, Governor's — Search Engine
  - Forest Health Council — Search Engine
  - Highway Safety, Governor's Office of — Secure Gateway, Search Engine
  - Innovation and Technology, Governor's Council on — Search Engine
  - Military Facilities Taskforce, Governor's — Search Engine
  - Strategic Planning and Budgeting, Governor's Office of — Search Engine
- Health Services, Dept. of — Search Engine
- Human Resources - ADOA — Search Engine
- Homeland Security, Arizona Office of — Search Engine
- Homeopathic Medical Examiners, Board of — Search Engine
- Independent Redistricting Commission — Search Engine
- Indian Affairs, Commission of — Search Engine
- Information Security Services — Search Engine
- Insurance, Department of — Search Engine
- Motor Vehicles Division — Secure Gateway, Payment Gateway
- Nursing Care Institution Administrators and Assisted Living Facility Managers, Board of Examiners of — Search Engine
- Occupational Therapy Examiners, Board of — Search Engine
- Optometry, State Board of — Search Engine
- Parks, Arizona State — Search Engine
- Problem Gambling — Search Engine
- Public Safety, Dept. of — Search Engine
- Registrar of Contractors — Search Engine
- Residential Utility Consumer Office — Search Engine
- Revenue, Dept. of — Search Engine
- State Procurement Office — Search Engine
- Treasurer, Office of the State — Search Engine
- Veterans' Services, Dept. of — Search Engine
- Water Resources, Dept. of
  - Arizona Water Banking Authority — Search Engine
  - Arizona Water Protection Fund Weights and Measures, Dept. of — Search Engine

AAYS Application Development Projects

The following is a list of agencies whose solutions were developed by the AAYS Portal Application Development Delivery Team:

- Motor Vehicle Division (MVD) — Motor Vehicle Records Retrieval (MVRRS)
- Governor's Office of Highway Safety (GOHS) — DUI Statistics Capture and Reporting
- Department of Environmental Quality (DEQ) — Smart Stormwater Notice of Intent
- Department of Water Resources (DWR) — Application Assistance for Notice of Intent

Contact

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* These lists were correct at the time of printing. For updated lists, please visit our website: http://gita.state.az.us/aays